

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) MINUTES**

|  |   |  |  |
|--|---|--|--|
| <b>Type of Meeting</b>   | <b>Service Area 1 Quality Improvement Council</b>   | <b>Date</b>  | <b>May 7, 2013</b>                       |
| <b>Place</b>   | <b>2323A E. Palmdale Blvd., Palmdale, CA 93550</b>  | <b>Start Time:</b>   | <b>2:00 p.m.</b>                         |
| <b>Chairperson:</b>  | <b>Debi Berzon-Leitelt, LCSW, MPA</b>   | <b>End Time:</b>   | <b>3:30 p.m.</b>                         |
| <b>Co-Chair Person:</b>  | <b>Barbara Paradise, LMFT</b>   |  |  |
| <b>Recorder:</b>   | <b>Debi Berzon-Leitelt</b>  |  |  |
| <b>Members Present:</b>  | Barbara Paradise; Christine Ramsey; Debi Berzon-Leitelt; Douglas Corrigan; Jaclyn Sagun; Jolene Eccles; Judith Hopper; Karen Ferguson; Lauren Cheung; Levana Adato; Mary Camacho-Fuentes; Mary Crosby; Michelle Bee; Sarah Treusdell; Saul Zepeda; Shelvey Tajii;   |  |  |
| <b>Agenda Item &amp; Presenter</b>                             | <b>Discussion and Findings</b>  | <b>Decisions, Recommendations Actions, &amp; Scheduled Tasks</b>   | <b>Person Responsible &amp; Due Date</b> |
| <b>Call to Order &amp; Introductions</b>                       | The meeting was called to order at 2:00 p.m.  | Introductions were made.   | D. Berzon-Leitelt                        |
| <b>Minutes (link)</b>  | March 5, 2013 Minutes – No review of prior minutes referred to link to access and f/u with any questions/concerns about content<br><a href="http://dmhhqportal1/sites/ppsb/QI/Site_Pages/Service%20Area%201%20QIC.aspx">http://dmhhqportal1/sites/ppsb/QI/Site_Pages/Service%20Area%201%20QIC.aspx</a>  | Ongoing  | D. Berzon-Leitelt                        |
| <b>Announcement</b>  | No new announcements  | N/A  | N/A                                      |
| <b>LAC-DMH Program Support Bureau Quality Improvement (QI)</b> | March 11, 2013 Meeting Minutes – Referred to link to access minutes<br><a href="http://dmhhqportal1/sites/ppsb/QI/Site_Pages/Departmental%20QIC.aspx">http://dmhhqportal1/sites/ppsb/QI/Site_Pages/Departmental%20QIC.aspx</a>  | Ongoing  | D. Berzon-Leitelt                        |
|  | Discussion about access to the Quality Improvement Handbook and referencing it for use of information. Provided information about where to find the handbook and also sent handbook in email attachment to all liaisons.<br><a href="http://dmhhqportal1/sites/ppsb/QI/Shared%20Documents/QI%20Handbook%202010.pdf">http://dmhhqportal1/sites/ppsb/QI/Shared%20Documents/QI%20Handbook%202010.pdf</a> | N/A  | N/A                                      |
|  | Liaisons were provided a handout that defined and explained Quality Assurance and Quality Improvement which was referenced in the QA Handbook (California Mental Health Planning Council. (May 2005). Partnerships for Quality. California’s Statewide Quality Improvement System. p.3).  | Welcomed ongoing feedback for understanding and differentiating the definitions  | D. Berzon-Leitelt                        |
|  | Referenced Section 1: Quality Improvement Program – Structure and Functions and shared with liaisons upon review of 3/5/13 minutes the topic of attendees from the Service Area Advisory Committee was discussed. QIC Chair explained the importance of referring to the handbook to address topics   | It was decided that Douglas Corrigan would help communicate and illicit feedback from the SAAC and report to the QIC information | D. Berzon-Leitelt<br>Douglas Corrigan    |

| Agenda Item & Presenter  | Discussion and Findings   | Decisions, Recommendations Actions, & Scheduled Tasks   | Person Responsible & Due Date   |
|--|---|---|---|
| <p><b>LAC-DMH Program Support Bureau Quality Improvement (QI) Continued...</b></p> | <p><b>Continued...</b><br/>that liaisons need clarified through the use of the QA Handbook. The information was referenced on page 7 of the handbook in the first paragraph.</p> <p>Douglas Corrigan – Indicated that the last two Service Area Advisory Meeting discussions have been dominated by the topic the topic of limited transportation in the Antelope Valley. He indicated that the importance for access to services. D. Berzon-Leitelt reported when the the Medical Services Study Area Reconfiguration Project, public transportation was not a consideration factored in and the assumption was transportation was linked to motor vehicle ownership; although the probability of persons below the federal poverty level that are underserved in the Antelope Valley linked to owning a car are less and more likely utilize public transportation.</p> <p>Referenced Section 2: Organizational Providers’ Quality Improvement Program (directly operated and contracted) development of a <b>QI</b> Program. Informed liaisons that the information on the development of a QI Program is available in PDF format on the Program Support Bureau Website and it is in the QA Handbook. Emphasized that this information is useful and describes what the basic guidelines for QI Programs. In addition, liaisons were provided the Auditor – Controller Quality Improvement Protocol questions on page 36 of the QA Handbook to support of QA Programs to guide their effectiveness and efficiency.</p> | <p><b>Continued...</b><br/>about the opportunities for program and service improvement.</p> <p>Mary Crosby suggestion about PIP re: Transportation</p> <p>Barbara Paradise provided feedback about the importance of the information and be aware of what is required and where the information is.</p> | <p>N/A</p>  |
| <p><b>LAC-DMH Program Support Bureau Quality Assurance Division (QA)</b></p>       | <p>March 11, 2013 Meeting Minutes – Refer to link to access minutes <a href="http://psbqi.dmh.lacounty.gov/QA_Div.html">http://psbqi.dmh.lacounty.gov/QA_Div.html</a></p> <p><b>QA</b> Bulletin No. 12-05 New <b>Quality Assurance</b> Division Leads <a href="http://file.lacounty.gov/dmh/cms1_183486.pdf">http://file.lacounty.gov/dmh/cms1_183486.pdf</a></p> <p>** Reminder –Discussion and reminder to all liaisons about the protocol for questions to QI/QA and informed liaisons of QIC Chair, Co-Chair and the QA Division Lead contact information.</p> <p>Clinical Records Bulletin 2013-01 <a href="http://file.lacounty.gov/dmh/cms1_193788.pdf">http://file.lacounty.gov/dmh/cms1_193788.pdf</a></p> <p>Revisions to Child/Adolescent Initial Assessment and All Child Co-Occurring Disorders Forms</p> <p>Practice Parameters under “Integrated Treatment” at <a href="http://file.lacounty.gov/dmh/cms1_159934.pdf">http://file.lacounty.gov/dmh/cms1_159934.pdf</a> <a href="http://file.lacounty.gov/dmh/cms1_159930.pdf">http://file.lacounty.gov/dmh/cms1_159930.pdf</a></p> <p>Update about implementation of the new / revised Child/Adolescent Initial</p>  | <p>Ongoing</p> <p>Barbara encouraged liaisons to start with local agencies first due to internal protocols</p> <p>Barbara briefly reviewed some of the changes mentioned in the bulletin. Karen Ferguson provided feedback about the forms and expressed the forms were a lot more detailed and</p>     | <p>D. Berzon-Leitelt</p> <p>D. Berzon-Leitelt<br/>Barbara Paradise</p> <p>D Berzon-Leitelt<br/>Barbara Paradise</p> |

| Agenda Item & Presenter   | Discussion and Findings  | Decisions, Recommendations Actions, & Scheduled Tasks  | Person Responsible & Due Date                          |
|---|--|--|--|
| <b>LAC-DMH Program</b><br><b>Support Bureau</b><br><b>Quality Assurance</b><br><b>Division (QA)</b> | <p><b>Continued...</b></p> <p>Assessment and COD forms. <b>Training will be provided in May and June 2013 prior to using the new forms.</b> UCLA ISAP will provide training on the use of the forms "Effective Use of Revised Child COD Supplemental Forms."</p> <p>Addition information was provided about referring to Integrated Treatment Practice Parameter and links to the information.</p>   | <p><b>Continued...</b></p> <p>provided a sampling of the document(s). Karen indicated that there are four (4) possible forms</p> |  |
| <b>Notes Review of</b><br><b>Countywide QI/QA</b><br><b>Meeting</b><br><b>3/11/2013</b>             | <p>Barbara Paradise – Discussed the importance of providers reviewing the MediCal exclusion list regularly to ensure that it is up to date and current; be certain they are not employing persons on the State or Federal exclusion lists, as their work will be disallowed.</p> <p>D. Berzon-Leitelt – Provider directory discussion about wording to include more descriptive array of in wording that would include more culturally defined information; also includes information about distinct services that an agency may provide to the community.</p> <p>D. Berzon-Leitelt - Changes to MAA and workgroup that will change the way that the MAA Program is audited from the previously way it was audited.</p> <p>D. Berzon-Leitelt – Senate Bill1407 that discussed a parent’s access to release of records or signing for release of records, once a child is detained. Discussion about how the Bill1407 will be handled and what the recommendation will be.</p> <p>Barbara Paradise - Referred to the present status of LPCC and discussed limitations to practice; however, DMH will be “opening the codes” so they can use them to their “standard of practice” within their contracted agency. Barbara indicated that some will need additional education to function as AMHD and those legal entities will have to provide the courses they will need in order to employ them.</p> <p>Barbara Paradise - Workgroup about Day Rehab to commence</p> | <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p>   | <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> |
| <b>QI Work Plan Goals</b><br><b>2012-2013</b>   | <p>Barbara – Review of <b>QI</b> Work Plan Goals for 2013</p> <p>Review of the QI Work Plan Goals and Domains. Provided feedback about the information in the Work Plan and gave examples of what the goals mean. Example: Keeping people in treatment has to do with “retention” and what can impact your “no show” rate or “access” to treatment or what is the difference in your field based and clinic based retention in treatment.</p> <p>First half are how to access and the second half are how to keep in services. Discussed evaluation of data and providing of information. Example is giving information back to the SAAC to make sure that we are addressing issues in the services area and the QIC and SAAC can work together.</p>   | <p>N/A</p>   | <p>N/A</p>   |

| Agenda Item & Presenter             | Discussion and Findings  | Decisions, Recommendations Actions, & Scheduled Tasks | Person Responsible & Due Date |
|-------------------------------------|--|---|-------------------------------|
| <b>QI Work Plan Goals 2012-2013</b> | <p><b>Continued...</b><br/> Discussed after hour care and availability of responses to calls. Mary Crosby inquired about what is problematic and Barbara indicated that responsiveness to calls would probably be the most difficult. It was stated that calls have to be prioritized and that DCFS kids are the priority. Discussed calls and inability for PMRT to respond to call without securing a bed first. Discussion about responsiveness is not an indicator for whether there is availability for a bed as assessment may determine that the call may indicate that other outcomes are possible (ie., unable to hold patient, patient requires medical, law enforcement involvement due to dangerous behavior).<br/> Completed reviewing entire Work Plan.</p> <p><i>NO Questions, Comments, Discussion</i></p> | <p>N/A</p>  | <p>N/A</p>                    |
| <b>Next Meeting</b>                 | <p>Next Meeting July 2, 2013</p> <p>Antelope Valley Kidz Connection (661) 223-3800</p> <p>2323-A Palmdale Blvd., Palmdale, CA 93550</p>  | <p>N/A</p>  | <p>N/A</p>                    |

Submitted: \_\_\_\_\_

Barbara Paradise, LMFT  
SA – 1 QIC Co-chair

*Debi Berzon-Leitelt, LCSW, MPA*

Debi Berzon-Leitelt, LCSW, MPA  
SA – 1 QIC Chair